


POLICY TITLE: SUPERVISORY CASE MANAGEMENT REVIEWS POLICY NUMBER: 8.4 - ACC CHAPTER 8: GENERAL ADMINISTRATION		PAGE 1 OF 3
	STATE of MAINE DEPARTMENT OF CORRECTIONS Adult Community Corrections Approved by: <u><i>Martin Magnusson</i></u> Signature of Commissioner	PROFESSIONAL STANDARDS See Section VII
EFFECTIVE DATE: October 12, 2004	LATEST REVISION: July 3, 2006	CHECK ONLY IF APA []

I. AUTHORITY

The Commissioner of Corrections adopts this policy pursuant to the authority contained in 34-A M.R.S.A. Section 1403.

II. APPLICABILITY

Adult Community Services

III. POLICY

It is the policy of the Department of Corrections to ensure quality case management of adult probationers.

IV. CONTENTS

Procedure A: Supervisory Case Management Reviews, General
 Procedure B: Corrective Action
 Procedure C: Overall Review

V. ATTACHMENTS

None

VI. PROCEDURES

Procedure A: Supervisory Case Management Reviews, General

1. Regional Correctional Administrators for the Division of Adult Community Services shall review and monitor the quality of case management by all Probation Officers to ensure that policies and procedures related to assessment, contact standards and general supervision are consistent, uniformly applied and being met. They shall also review the quality and timeliness of investigations, statistical reports, and

other performance related activities as required. This review at a minimum shall be conducted annually and in conjunction with the Probation Officer's Annual Review/Performance Appraisals.

2. Each Regional Correctional Administrator shall review a minimum of fifteen (15) cases per officer to monitor for compliance with standards of supervision. Cases to be reviewed shall include five high-risk, five moderates, three administrative and two that have not yet been assessed. This shall be done by direct observation and review of records.
3. Expectations in meeting the Department's standards for quality case management shall include, but are not limited to, the following:
 - a. Completion of a *risk assessment* on each client using a validated risk assessment instrument within the first thirty (30) days of the probationer being placed under supervision;
 - b. Completion of a *needs assessment* on all new cases within the first thirty (30) days of the probationer being placed under supervision;
 - c. Depending on the availability of the required resources, the proper application of treatment alternatives as indicated in the probationer's individual case plan that focus on cognitive skill development and criminogenic needs;
 - d. Effective, integrated case management with those agencies that share in the client's treatment objectives;
 - e. Appropriate application of contact standards and graduated sanctions.;
 - f. Offender compliance with court ordered conditions;
 - g. Quality of road notes with weekly uploads to CORIS;
 - h. Collection of restitution; and
 - i. Proper use of CORIS.
4. A written summary of this review must be provided to the Associate Commissioner for Adult Community Services.

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Procedure B: Corrective Action

1. If corrective action is considered necessary, a corrective action plan shall be written, dated, and provided to the Probation Officer and the Associate Commissioner for Adult Community Services, with a time line for completion.
2. Deficiencies in compliance and performance shall also be addressed in the Probation Officer's annual Performance Appraisal and shall be part of the evaluation's expectations for the coming year.

Procedure C: Overall Review

1. The Associate Commissioner for Adult Community Services shall meet with the Regional Correctional Administrators at least once every six (6) months to discuss the results of the Supervisory Case Management Reviews.
2. The discussion shall have the following purposes:
 - a. Ensuring compliance with Departmental policies, procedures and directives;
 - b. Monitoring and assessing the probation case management system;
 - c. Evaluating resource capabilities, training needs, and supervision standards;
 - d. Collecting information and data to identify trends, needs, and availability of resources;
 - e. Determining the effectiveness and feasibility of new approaches.

VII. PROFESSIONAL STANDARDS

ACA: 3-3129, 3-3139 (APPFS)

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